



**Ombudsman** is mandated by state and federal law to receive, investigate, and work to resolve problems and complaints on behalf of residents in nursing homes and residential care facilities.

San Bernardino County DAAS is designated by the State Department of Aging to provide **Ombudsman** services in San Bernardino County. It is supported by federal and state funds administered by DAAS as the Area Agency on Aging, and by contributions. Staff are available to speak to community groups and organizations about the role of Ombudsman and about current issues in long-term care.

**San Bernardino County Department of Aging and Adult Services**

**Long-term Care**

**Ombudsman**

**Serving San Bernardino County**

**Providing Advocacy for Residents  
in Long-term Care Facilities**

455 North D Street © San Bernardino, California, 92415-0009 © (866) 229-0284



## Ombudsman is committed to:

- ⊙ Enhancing the quality of life in nursing homes and residential care facilities
- ⊙ Preserving the civil and human rights of residents in these facilities
- ⊙ Involving the community in understanding and achieving these goals

## Ombudsman provides:

- ⊙ Complaint investigation and resolution services in confidence and without charge
- ⊙ Regular unannounced visits to long-term care facilities by trained, State-certified volunteers
- ⊙ Community education about residents' rights and entitlements
- ⊙ Public information about long-term care facilities in San Bernardino County

## Ombudsman relies on the community to help by:

- ⊙ Offering time and skills as Ombudsman volunteers
- ⊙ Telling friends and neighbors about Ombudsman services.
- ⊙ Supporting Ombudsman with tax deductible donations

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***TOLL FREE HOTLINE: 1-866-229-0284***